Memory Care
Working with Participants/Clients

1) Human Development and Late Adult Years
   • Life Span Potential
   • Theories of Aging

2) Human Development and Aging
   • Human Behavior and Aging
     • Potential and Creativity
     • Wellness and Self-Esteem

3) Spirituality of Aging
   • Reminiscing
     • Tasks of Life Review
     • Worship — Religion
     • Death — Dying
   • Palliative Care
   • Journaling
     • Ethics
     • Tasks of Vital Aging
     • Prayer — Scripture
     • Personal Growth
     • Wisdom in Aging

4) Biology of Aging
   • Changes — Physical & Sensory
     • Sexuality
     • Medications
     • Nutrition
     • Healthy Aging
     • Illness and Dysfunction
   • Bariatric Issues
   • Behavioral Interventions
   • Pain Management

5) Sociology of Aging
   • Involvement — Isolation
     • Dependence/Independence
     • Living Alone — Social Networks
     • Cultural Attitudes
     • Social Histories
     • Long Term Care/Aging/Social Needs
     • Living Arrangements — Elder Communities, Long-Term Care, Adult Day Services, Assisted Living, Mental Health, Sub-Acute, Independent Living, Home Health, Aging in Place, Senior Centers

6) Psychology of Aging
   • Leisure & Aging
     • Psychological Choices — Depression, Anxiety, Fears
     • Drugs & Alcohol
• Security
• Successful adaptations
• Hospice
• Counseling Techniques
• Stereotypes — Myths
• Confusion/Disorientation
• Institutionalization
• Aging in Place
• Memory Care
• 7) Leisure and Aging
  • Recreation — Definition, Types, Philosophy
  • Lifestyles
  • Retirement Living
  • Attitudes — Motivation
  • Analysis of Leisure Time
  • Client Interests
  • Client Rights — Different Categories
  • Volunteerism
  • Creativity in Aging
  • Leisure Education
  • Barriers to Leisure
• Person Centered Programming
• 8) Basic Health
  • First Aid
  • Health Precautions
  • Personal Health Issues
• Geriatric Medications/Contra-Indications in the Activities Delivery systems
• Nutritional Issues/Diabetes
• 9) Group Instruction/Leadership
  • Adult Learning Modes
    • Instruction Methods — Lecture, Handouts, Videos
    • Demonstrations, Samples, Slides, Participation, Discussion, Survey, Sharing Experience
    • Teaching Materials — Tools, Resources
  • Group Dynamics/Leadership
  • In-Service
  • Leader Listening
  • Esteem Building
  • Build Group Support
• 10) Therapy for the Disabled Aging
  • Overview of P.T., O.T., Speech Therapy, Recreation Therapy, Art Therapy, Dance Therapy,
  • Music Therapy, Drama Therapy, Validation, Poetry Therapy, Reality Orientation, Remotivation, Horticulture Therapy, etc.
  • Restorative Programs — Feeding Training, ADL Skills, etc.
  • Patient Physical Transfer Techniques
  • Therapeutic Approach — Meaningful, Purposeful, How it Helps
• Therapeutic Feeding Techniques
• Aroma Therapy
• Massage Therapy
• Therapeutic Swimming
• 11) With Residents & Staff
  • Types of Communication
  • Listening Skills
• Responding Skills
• Communication with Frail
• Communication with Confused
• Intercultural Concerns
• Morale Building
• Dealing with Difficult Situations

• 12) Public Speaking
• Professional Image
• Leading Meetings
• Business Etiquette

• 13) Public Relations
• The Written Message
  • Media Use — Press releases, P.S.A., T.V., Radio
  • Publicity — News
  • Letters of Appreciation
  • Volunteer Programs
  • Fund Raising
  • Marketing Activity Importance letters, Bulletin Boards, Posters, Graphic Techniques

• Community Marketing of Facility and Activities Delivery Systems

• 14) Interpersonal Relationships
• Staff Team Approach — Working Together
• Coordination of Services — Staff, Families, Volunteers, etc.
• Peer Relationships — Staff, Residents
• Family Relationships — Various Age Needs and Attitudes
• Empowerment/Managing Relationships/Personality Evaluation
• Staff/Client Relationships
• Consultant Relationships
• Organizational Relationships
• Organizational Structures in Different Levels of Care

• Conflict Resolution
• Dealing with Difficult People
• Assertiveness Training

• 15) Motivation
• Of Clients, Families, Staff, Volunteers
• Professional Improvement

• Motivational Techniques

• 16) Community Services/Support/Relations
• Recreation Resources
• Service Clubs
• Religious Resources
• Mainstreaming
• Adult Health Services — Alzheimer's, Ostomy Clubs, MS, Parkinson's, Arthritis, Amputee, Cancer,
• Business — Chamber of Commerce
• Family Open Houses

• Library Resources

• 17) Regulations
• State & Federal Activities, Regulations & Standards — OSHA, ADA & Professional Standards
• Survey Process
• Plan of Corrections
• Legislative Updating
• JCAHO, CARF, Specialty Standards
- Assisted Living Regulations/Memory Care/ Enhanced Assisted Living Regulations
- Medical Adult Day Health Regulations
- Mental Health Adult Day Health Regulations/Adult Day Habilitation (MR/DD)
- Adult Home Regulations/ Personal Care and Boarding

**Programming**

18) Individualized Care Planning
- Assessment — MDS & RAP
- Interdisciplinary Team
- Care Planning, Approach, Progress Notes
- Professional Standards
- Legal — Ethical Issues
- Medical Terms
- Charting — Confidentiality
- Patient — Resident Involvement
- For Participant Learning
- Quality Indicators

Individualized Service Plans

Person Centered Care Planning/“I” Care Plans

19) Program Management
- Philosophy of Operation
- Expressive/Creative Program Scope — Physical, Mental, Social, Emotional, Community, Spiritual, Educational
- Program Planning — Resident Centered
- Organization — Calendar
- Program Implementation — Conducting Activities
- Evaluation Techniques
- Operating Audio—Visual Equipment
- Equipment & Supplies — Control, Safety Precautions, Resource Materials, Ordering
- Modes of Programming

Operating Facility Vehicles

20) Computer Skills
- Word Processing
- Database
- Charting
- Desktop Publishing
- Games
- Participant Learning
- Internet

21) Program Types -- Theory and Practice
- Supportive
- Maintenance
- Empowerment
- Exercise — General, Volleyball, e.g., Wheelchair, Reiki, Tae Kwon Do, Yoga, etc.
- Social — e.g., Parties
- Outdoor — e.g., Barbecues, Games, Walks
- Away from the Facility — e.g., Visits to Community Places of Interest
- Religious — e.g., Bible Study, Services
- Creative — e.g., Crafts, Drama, Writing, Journaling, Scrapbooking,
- Educational — e.g., Current Events, Alzheimer’s Group, Adult Learning
- Residents with special needs — e.g., AIDS, DDs, MRs, MS et al.
• Resident Planned — e.g., Resident Council or Any Activity
• In-Room — e.g., Adapt Out-of-Room Activities
• Sensory — e.g., Braille Materials, Any Sensory Stimulation, Pet, Food Related, Snozelen™,
  Meditation, Massage, Reflexology
  Reality Awareness e.g., with Other Programs
  Entertainment — e.g., Games, Entertainer Resources
  Self Help — e.g., Nail Polishing Group, Independent Activities
  Music — Basic & Adaptive Techniques
1. Accompaniment Instrument-Chord Structure
2. Recreational — Rhythm Instruments, Musical Games, Movement, Literature for the Aged
  Community Oriented e.g., Intergenerational, Community Groups in the Facility
  Computer Based/Wii
• Lesson Planning
• Technological Advancements
• Outings/Policies and Procedures
• Recreational/Leisure Vehicle Training
• Bar Tending/ Mixology/Wine Tasting
• Proper Food Handling

Management/Personnel, Legal and Ethical Issues

• 22) Personal Employment
  • Recruitment, Interviewing, Hiring, Development, Recognition, Evaluation, Termination —
  • Staff and Volunteers
    • Job Search — Resume Writing, Interview Preparation

• 23) Management Leadership
  • Interdisciplinary Care Plan Team
  • Leadership Styles
  • Program Management
  • Program Evaluation
  • Supervision Philosophies and Techniques
  • Delegating — Enabling Staff Ability
  • Self Analysis
  • Time Management
  • Activity Staff In-Service
  • How to Conduct Meetings: Staff, Association
  • Problem Solving
  • Resident Council
  • Record Keeping
  • Dealing with Challenging People
  • Stress Management
  • Memory Improvement
  • Family Council
  • Violence in the Workplace
  • Controlling
  • Advocacy/Ombudsman
  • Universal Worker Concepts
  • Culture Change/Greenhouse Concepts
  • Management Techniques
  • Generational Diversity/Gender Issues
• Quality Assurance, CQI, TQM, etc.
• Association Management/Conference Management
• Committee Development
• Customer Service
• **24) Management Writing Skills**
  • Documentation Chart Auditing
  • Job Descriptions
  • Policies & Procedures Manuals
  • Incident Records/Reports
  • Letters of Request — Direct Mail
  • Grant Writing
• Public Relations
• E-mail and Internet Etiquette
• Form Development
• **25) Financial Management**
  • Reimbursement
  • Budget Writing
  • Record Keeping
  • Expense Control
  • Establishing Non-Profit Status
  • Fund raising
• Establishing Budgets
• Donation Management
• **26) Professional Development**
  • Certification
  • Professional attitude toward residents
  • Professional associations
  • Business expectations
  • Professional standards — Ethics
• Professional Affiliations
• Professionalism
• **27) Consulting**
  • Consultant's Role, Goals, Knowledge
  • Consultant's Education
• **28) Resources**
  • How to Work with Volunteers
  • How to Work with Supervisors
  • How to Work with Consultants
• How to Work as Middle Management
• Intra-departmental Skills
• How to work with Vendors